



# Integration Specifications

## Talkdesk™

For CommunityWFM Software Version 4.4+/5.0+

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## About this document

The objective of this document is to outline the method and details of the CommunityWFM integration to Talkdesk. The document assumes that the reader has some basic understanding of the Talkdesk contact center platform.

## CommunityWFM and Talkdesk Integration

CommunityWFM integrates with the Talkdesk platform using their REST APIs. The Talkdesk APIs being used are the User API, the Ring Groups API, and the Explore API, which uses HTTPS requests to communicate with the contact center platform. The communication to Talkdesk consists of sending in a *Client Id* and a *Client Secret* to request a token for authentication. The token retrieved is then used to retrieve all the other data required for this implementation.

All times are returned in Unix time UTC.

Each component of data collection and the required database and table are described below.

## Configuration Page

Data Source Integration Worksheet - Google Chrome  
localhost:1024/UI/Configuration/DataSourceInterface/DataSourceWorksheet.aspx?dsid=546&isnew=0

**CommunityWFM**

### TalkDesk

Establish connections to data sources

#### Real-time adherence integration

Base URL:

Client Id:

Client Secret:

API URL:

Transaction Collection Interval (seconds):


#### Historical contact volume data collection

Base URL:

Client Id:

Client Secret:

API URL:

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## Historical Data Collection

CommunityWFM collects call volume data from the Talkdesk REST API to be used in contact volume and handle time reports and for future forecasting. The Community Historical Data Collection Service (a .NET Windows service) executes the request every 15 minutes and loads the results into vendor-neutral tables inside the CommunityWFM product database.

The data retrieved from this call (historical) includes the following columns:

- sumHandleTime – Total handle time during the 15-minute window.
- enteredCount – Total number of calls during the 15-minute window.
- abandonedCount – Total number of abandoned calls during the 15-minute window.

## Agent State Transaction Data Collection

CommunityWFM collects agent state transactions from the Talkdesk REST API to compare against scheduled intervals to provide agent schedule adherence reporting. The Community Adherence Collection Service (a .NET Windows service) executes the request based upon the interval time configured in the UI. The adapter then loads the results into vendor-neutral tables inside the CommunityWFM product database.

The data retrieved from this call (realTime) includes the following columns:

- agent-id – Unique identifier for the agent
- agent-status – Agent state

## Importing Configuration Data

CommunityWFM supports the ability to import Queue information and Agents directly from the Talkdesk system into CommunityWFM. Configuration data is retrieved by making RESTful API calls to pull back the data.

## Permissions Required

Customer/Talkdesk will be required to create a new OAuth Client for CommunityWFM adapter and provide the Client Id and Client Secret.

Grant type: Client Credentials

Scopes:

- data-reports:read
- data-reports:write
- reports:read
- reports:write
- ring-groups:read
- user:read